

County of Los Angeles  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**

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BRYCE YOKOMIZO  
Director



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April 13, 2005

TO: Each Supervisor

FROM: Bryce Yokomizo, Director

SUBJECT: **REPORT TO BOARD ON CONTRACT MONITORING PROGRAM  
(BOARD ORDER #5.4 – JUNE 21, 2004)**

On June 21, 2004, your Board instructed Departments to work with the Auditor-Controller (A-C) on the monitoring of social services contracts with community based organizations, and to report back to your Board on our progress including accomplishments, as well as any need for further improvements.

The Department of Public Social Services (DPSS) continues to work closely with the A-C on its monitoring pilot. During this Fiscal Year, the A-C is monitoring two groups of DPSS contracts, Stage One Child Care Services (13 contracts) and Cal-Learn Services (5 contracts). DPSS and A-C staff meet monthly to discuss the A-C's progress and review findings. In addition to the A-C monitoring of contracts, DPSS also continues to monitor these 18 contracts.

DPSS management staff is also working with A-C staff on developing additional training for DPSS contract monitoring staff. Using information and assistance from the A-C, internet research, and its own experience, DPSS is developing a training curriculum to enhance staff skills in outcome performance and measurement concepts consistent with your Board's contract monitoring goals. The Department has also requested further guidance from the A-C on fiscal monitoring.

As a result of the A-C's review of the Department's Stage One Child Care and After-School Enrichment Program contracts, DPSS adopted several of the A-C's methods, such as direct participant interviews, to help ascertain if contractors are delivering services to the public in a satisfactory manner.

*"To Enrich Lives Through Effective And Caring Service"*

During the past year, DPSS has reviewed and updated its contracts to incorporate improved performance standards to ensure contractors are providing the services required by the contract.

In summary, my Department has learned much during the past year; e.g., adding participant interviewing strategies, requiring better documentation to verify contractors' accomplishments, and more closely scrutinizing invoices and payment authorizations. I am confident that by incorporating the auditing best practices we have implemented thus far, our monitoring techniques have been strengthened with the goal of better outcomes and improved program results.

BY:ws

c: Chief Administrative Officer  
County Counsel  
Auditor-Controller  
Executive Officer, Board of Supervisors